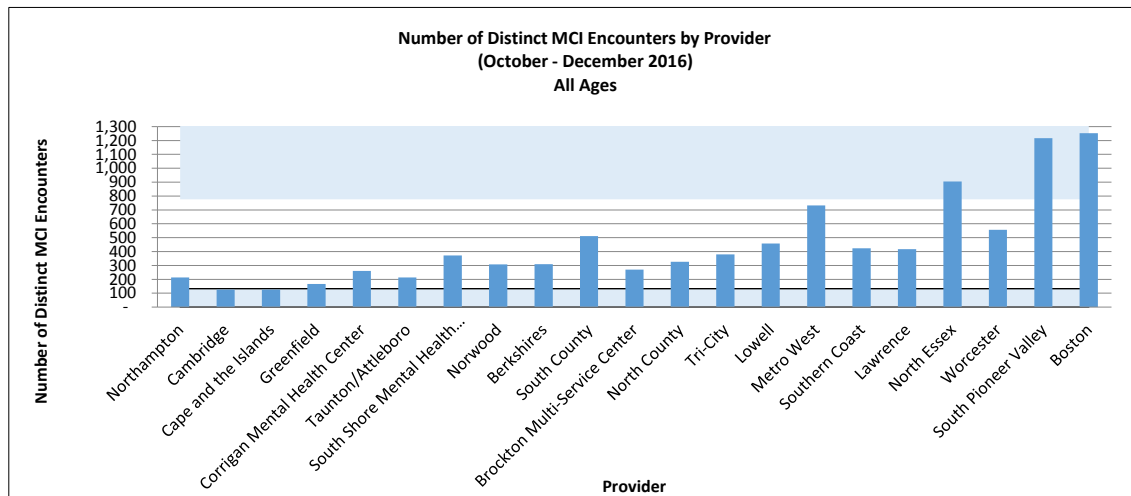




MOBILE CRISIS INTERVENTION KEY INDICATORS: PROVIDER LEVEL

Indicator 1: Number of Distinct MCI Encounters by Provider

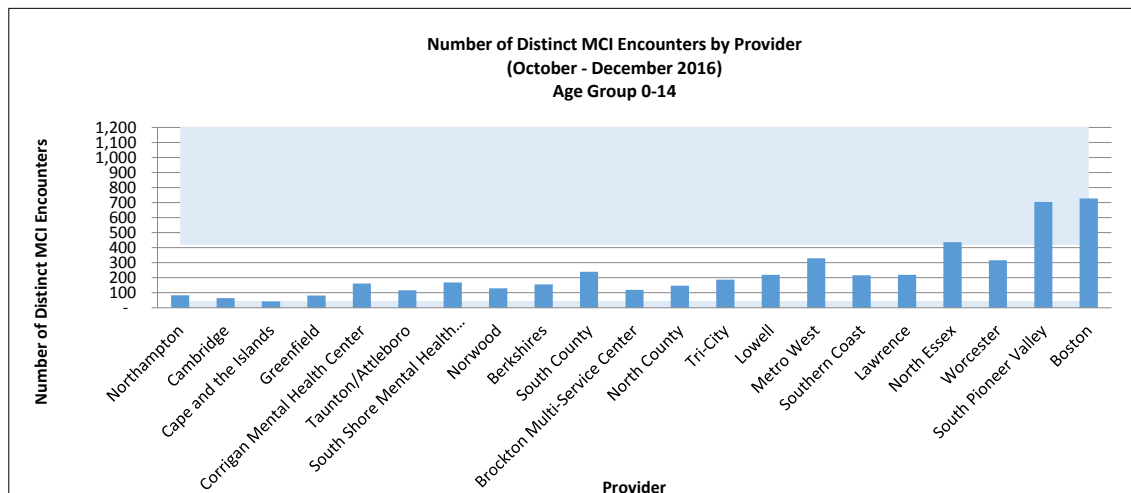
Definition: Number of distinct MCI encounters by provider over time, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

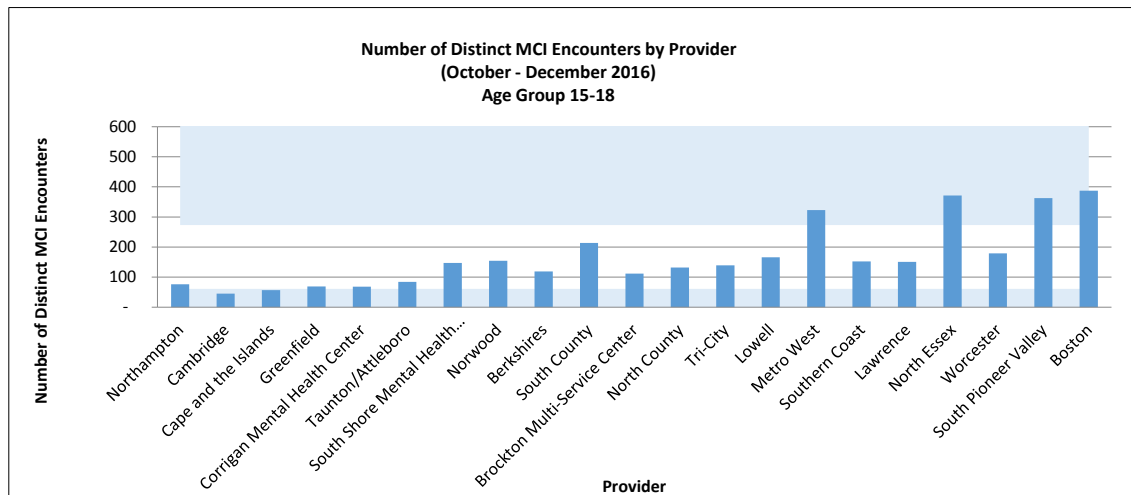
- For All Ages, the mean number of MCI encounters across the 21 ESP providers from October through December is 454. The median
- Two providers (Cambridge and Cape and the Islands) recorded a number of encounters that are one or more standard deviations below the average. Three providers (North Essex, South Pioneer Valley, and Boston) recorded a number of encounters that are one or
- Please see **Appendix A** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

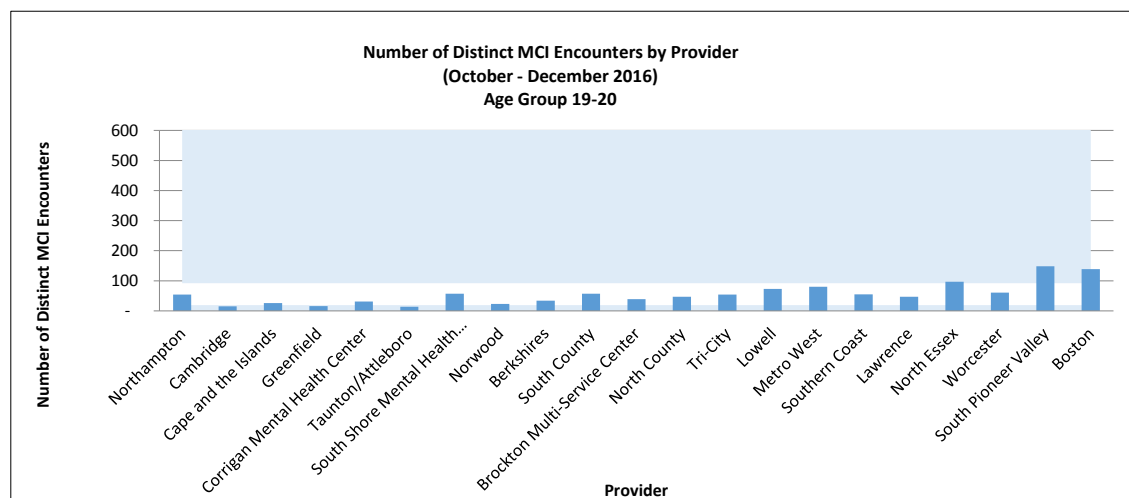
- For Age Group 0-14, the mean number of MCI encounters across the 21 ESP providers from October through December is 232. The median number of MCI encounters across providers from October through December 2016 is 168.
- Two providers (Cambridge and Cape and the Islands) recorded a number of encounters that are one or more standard deviations below the average. Three providers (North Essex, South Pioneer Valley, and Boston) each recorded a number of encounters that are one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the mean number of MCI encounters across the 21 ESP providers from October through December 2016 is 167. The median number of MCI encounters across providers from October through December 2016 is 147.
- Four providers (Cambridge, Cape and the Islands, Greenfield, and Corrigan Mental Health Center) recorded a number of encounters that are one or more standard deviations below the average. Four providers (South Pioneer Valley, North Essex, Metro West and Boston) recorded a number of encounters that are one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.



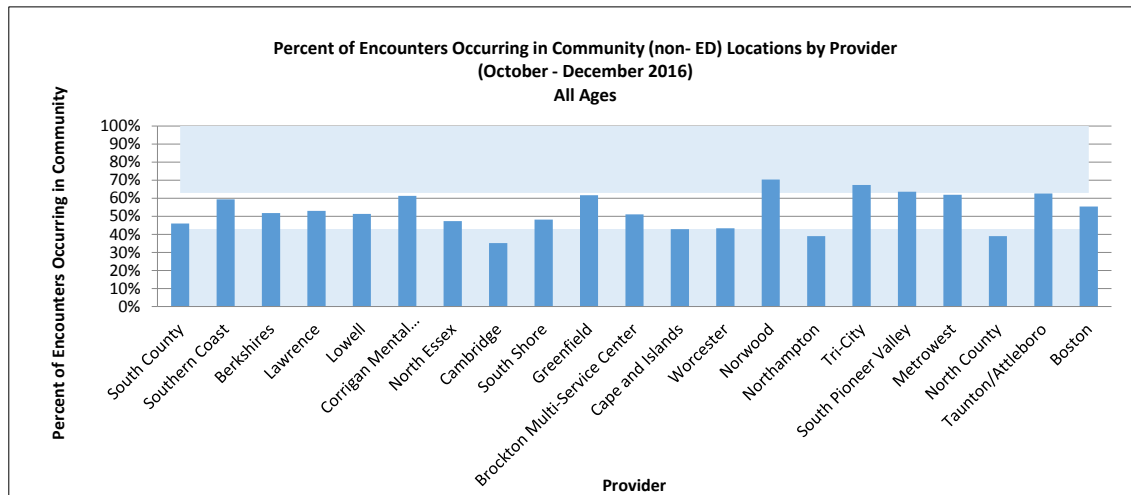
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, the mean number of MCI encounters across the 21 ESP providers from October through December 2016 is 56. The median number of MCI encounters across providers from October to December is 54.
- Four providers (Cambridge, Greenfield, Taunton/Attleboro, and Norwood) recorded a number of encounters that are one or more standard deviations below the average of 56. Three providers (North Essex, South Pioneer Valley and Boston) recorded a number of encounters that are one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.

Indicator 2: Percent of Encounters Occurring in Community (non- ED) Locations by Provider

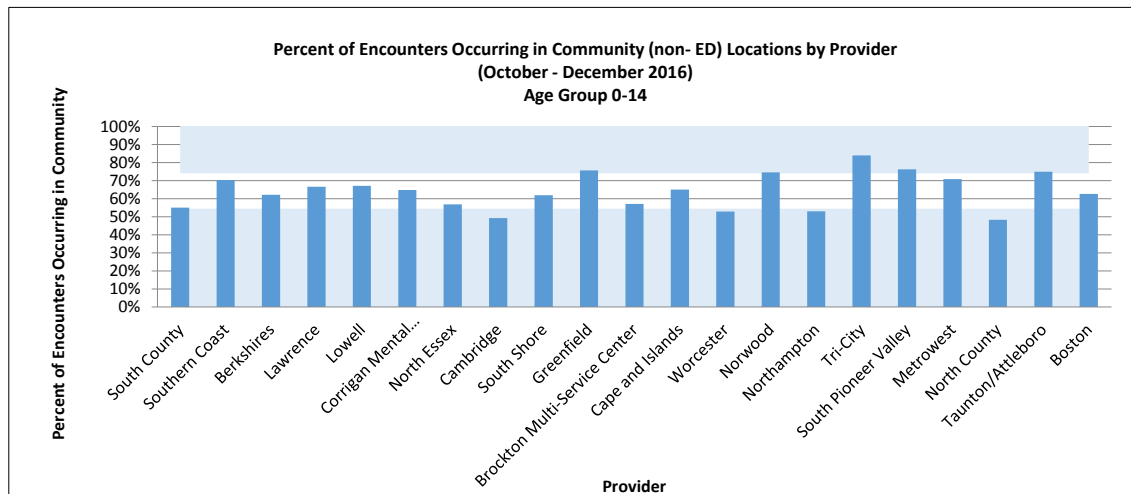
Definition: Percent of distinct MCI encounters that occur in a non-ED community location, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL. Community locations encompass mobile locations and the Community-Based Locations (CBLs), which are service delivery sites operated by the ESP. Some of the ESPs refer to these CBLs as urgent care centers (UCCs).



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

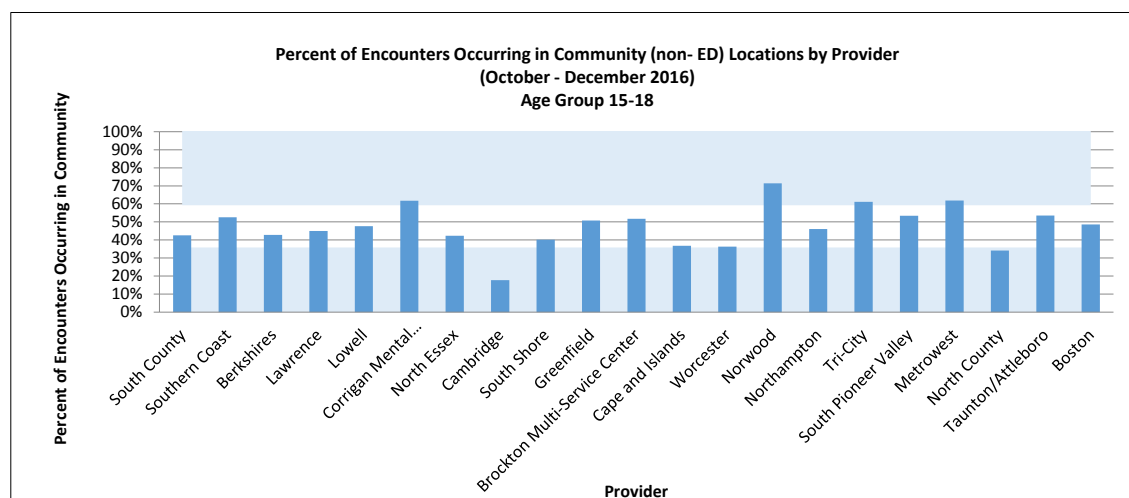
- For All Ages, the average percent of MCI encounters occurring in a community location across the 21 ESP providers is 53% percent from October through December 2016. The median percentage of MCI encounters occurring in community locations is 52%. Three providers (Cambridge, Northampton and North County) are one or more standard deviations below the provider average. Three providers (Tri-City, Taunton/Attleboro and Norwood) are one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

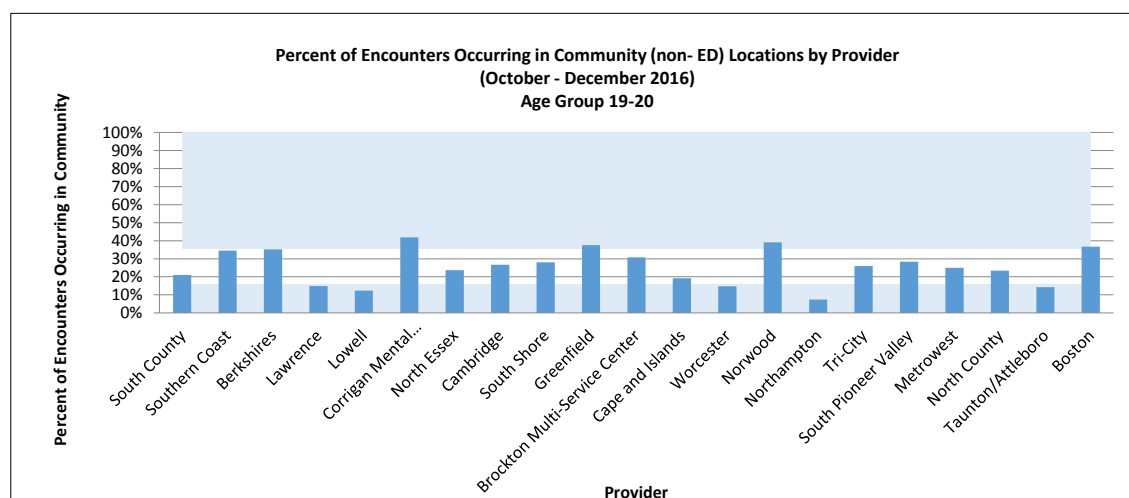
- For Age Group 0-14, the average percent of MCI encounters occurring in a community location across the 21 ESP providers is 64% from October through December 2016. The median percentage of MCI encounters occurring in community locations is 65%. Three providers (Northampton, North County, and Cambridge) are one or more standard deviations below the provider average. Five providers (Tri-City, Taunton/Attleboro, Norwood, South Pioneer Valley, and Southern Coast) are one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the average percent of MCI encounters occurring in a community location across the 21 ESP providers is 48% from October through December 2016. The median percentage of MCI encounters occurring in community locations is 48%. Four providers (Cambridge, Cape and Islands, Worcester, and North County) are one or more standard deviations below the provider average. Three providers (Norwood, Tri-City, and Corrigan Mental Health Center) are one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.



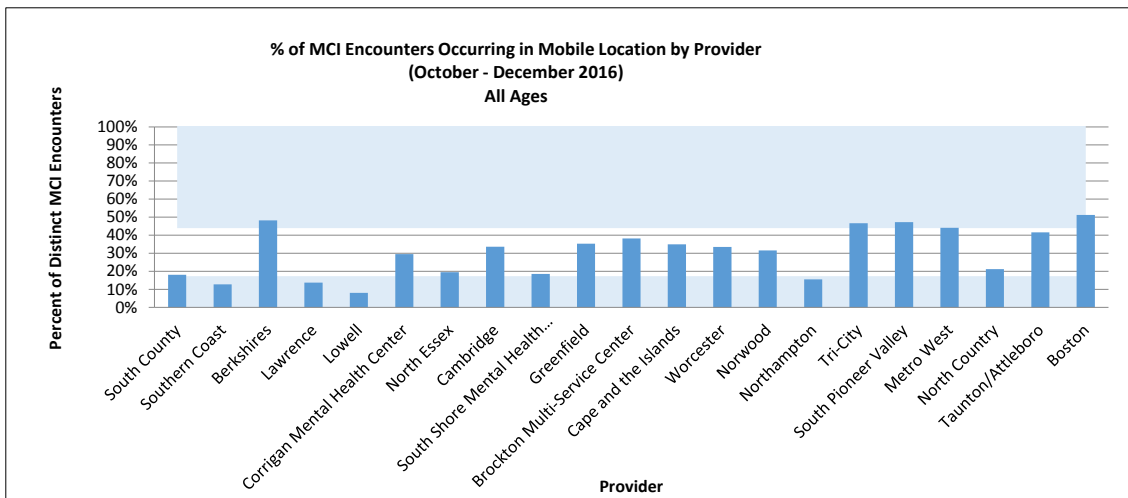
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

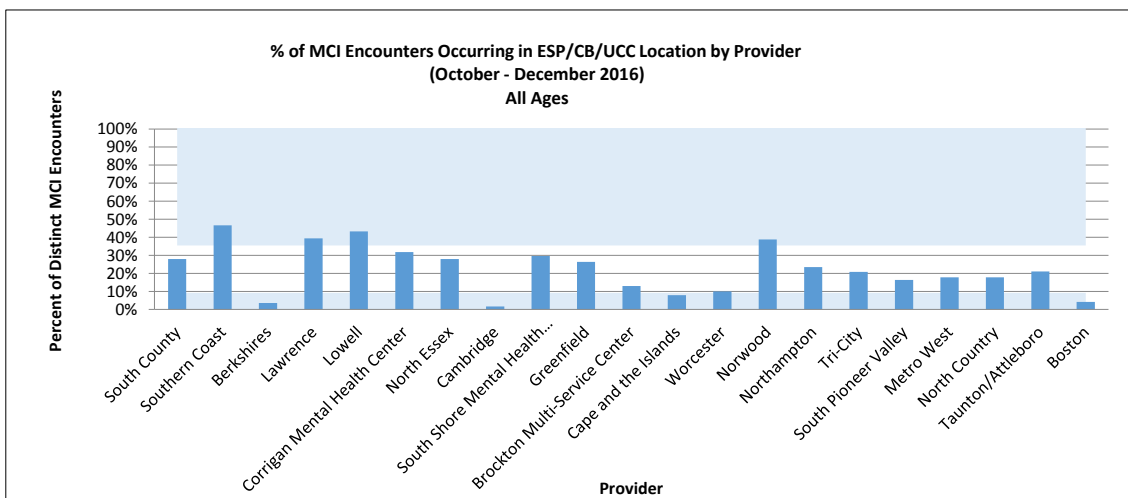
- For Age Group 19-20, the average percent of MCI encounters occurring in a community location across the 21 ESP providers is 26% from October through December 2016. The median percentage of MCI encounters occurring in community locations is 26%. Five providers (Lawrence, Lowell, Worcester, Northampton, and Taunton/Attleboro) are one or more standard deviations below the provider average while four providers (Norwood, Berkshires, Corrigan Mental Health Center, and Boston) are one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.

Indicators 3 - 5: % of MCI Encounters Occurring in Mobile, ESP/CB/UCC and ED Location by Provider

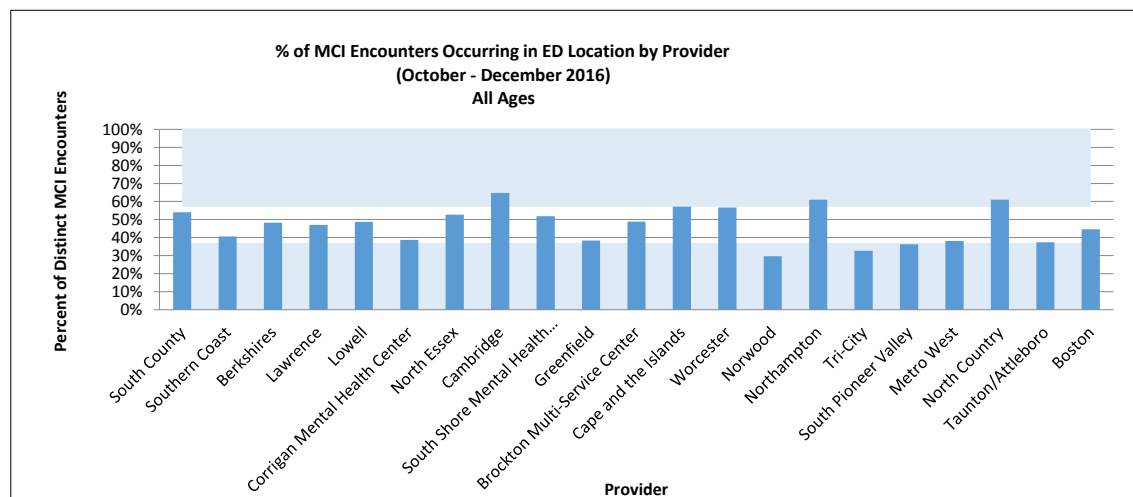
Definition: Percent of distinct MCI encounters that occur in community (Mobile and ESP/CB/UCC) and ED Locations, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



Mean: 31% SD: 13%



Mean: 22% SD: 13%



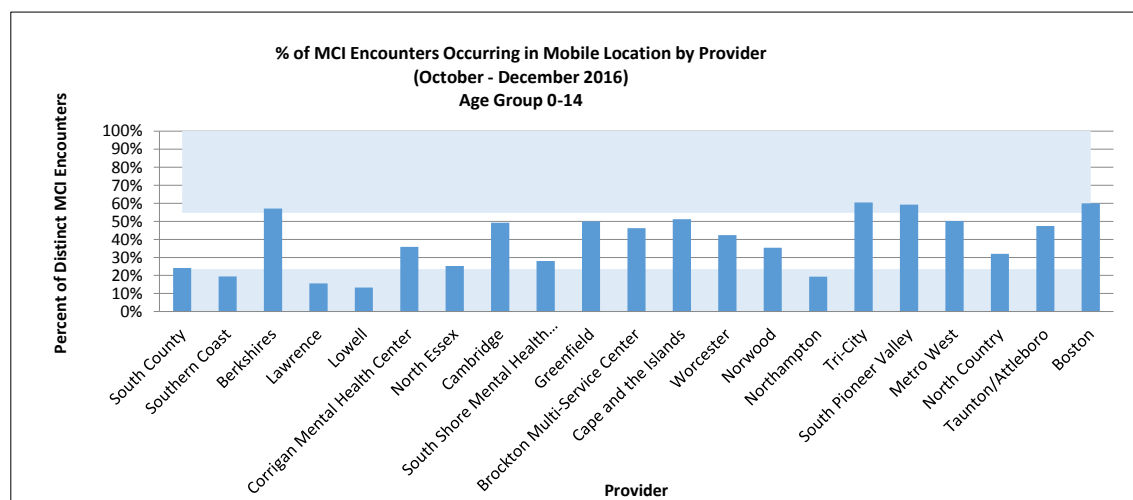
Mean: 47% SD: 10%

* Blue shading denotes area one or more standard deviations away from the average across providers.

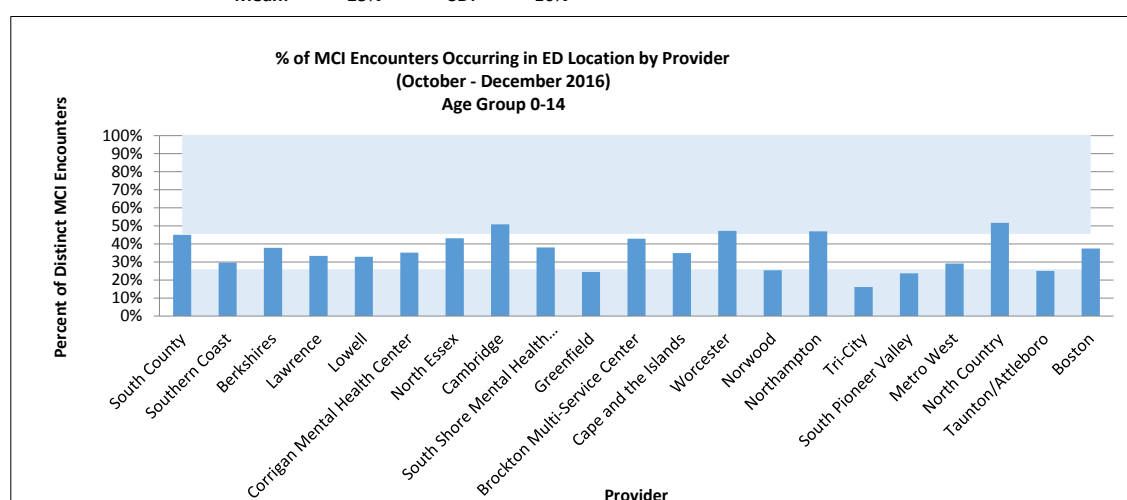
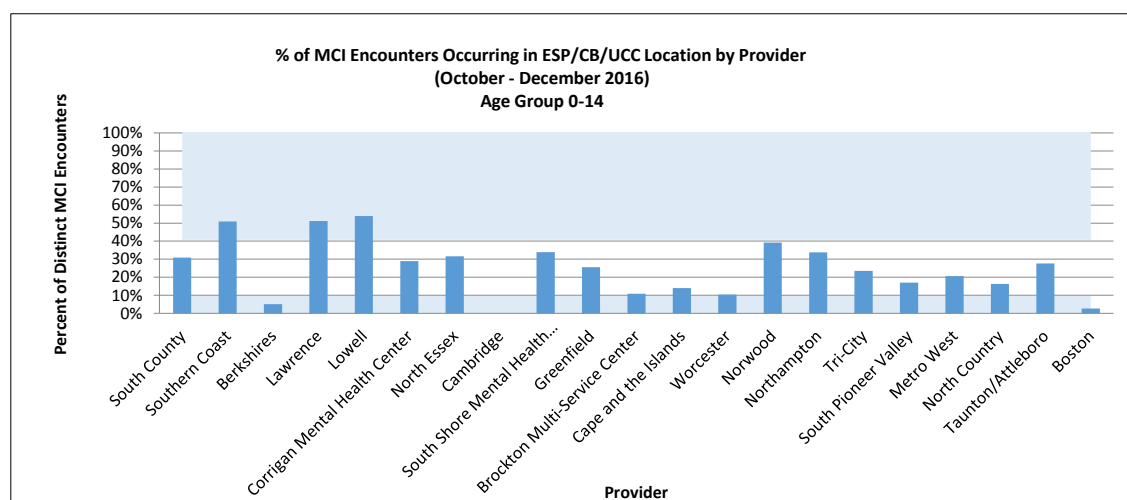
All Ages

For All Ages, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from October through December 2016. The average percent of encounters in each location across the 21 ESP provider groups are 31, 22 and 47 percent respectively.

Please see **Appendix C** for a detailed chart.



Mean: 39% SD: 16%

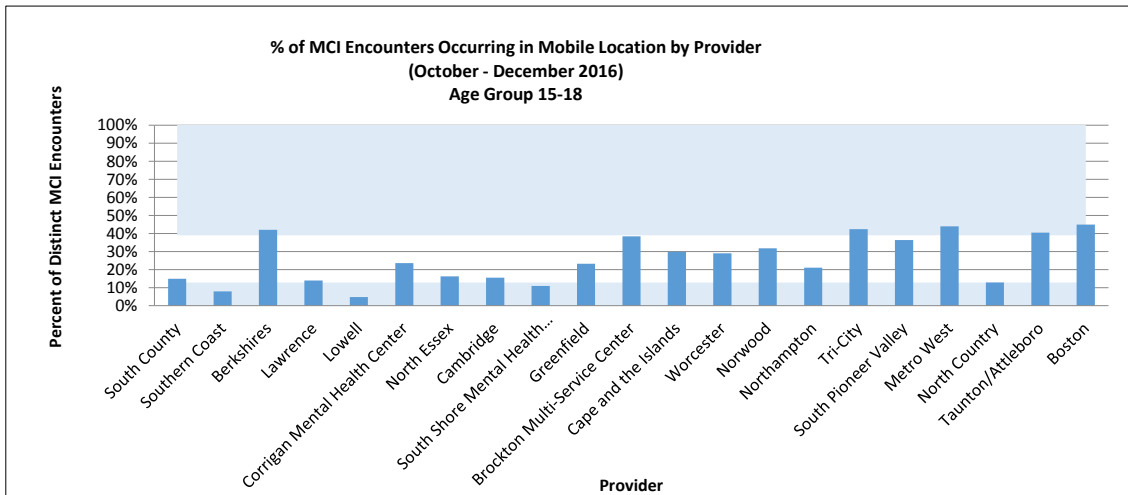


* Blue shading denotes area one or more standard deviations away from the average across providers.

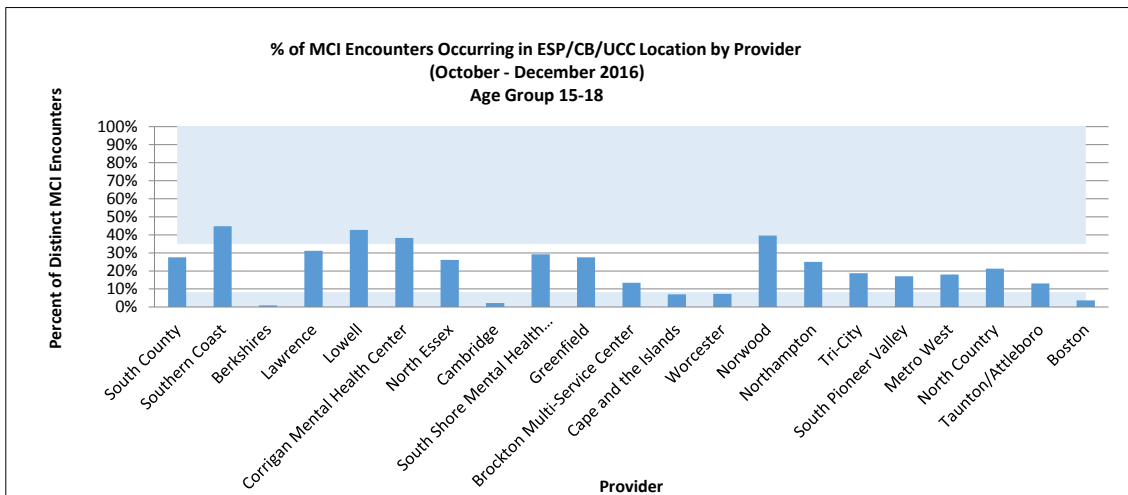
Ages 0-14

For Age 0-14, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from October through December 2016. The average percent of encounters in each location across the 21 ESP provider groups are 39, 25 and 36 percent respectively.

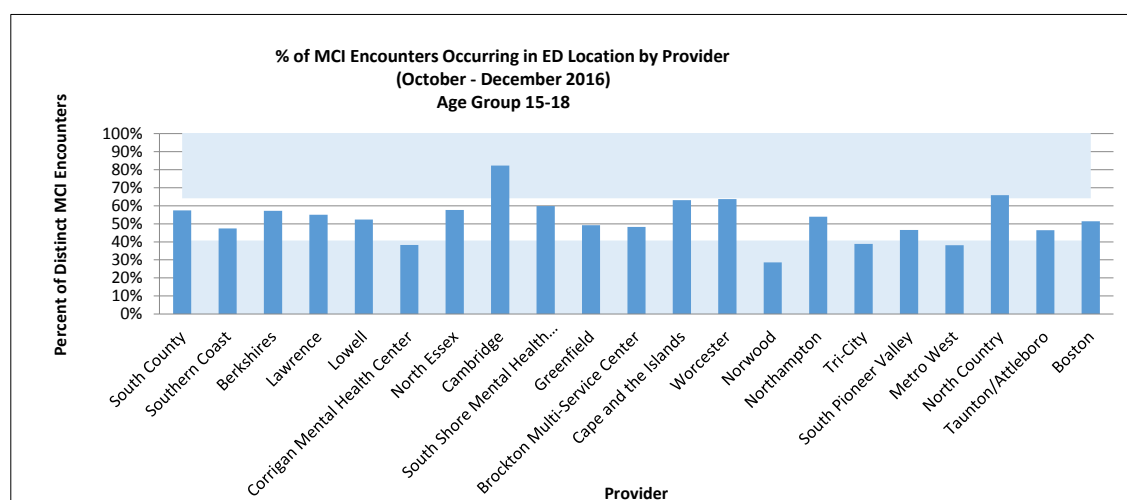
Please see **Appendix C** for a detailed chart.



Mean: 26% **SD:** 13%



Mean: 22% **SD:** 13%

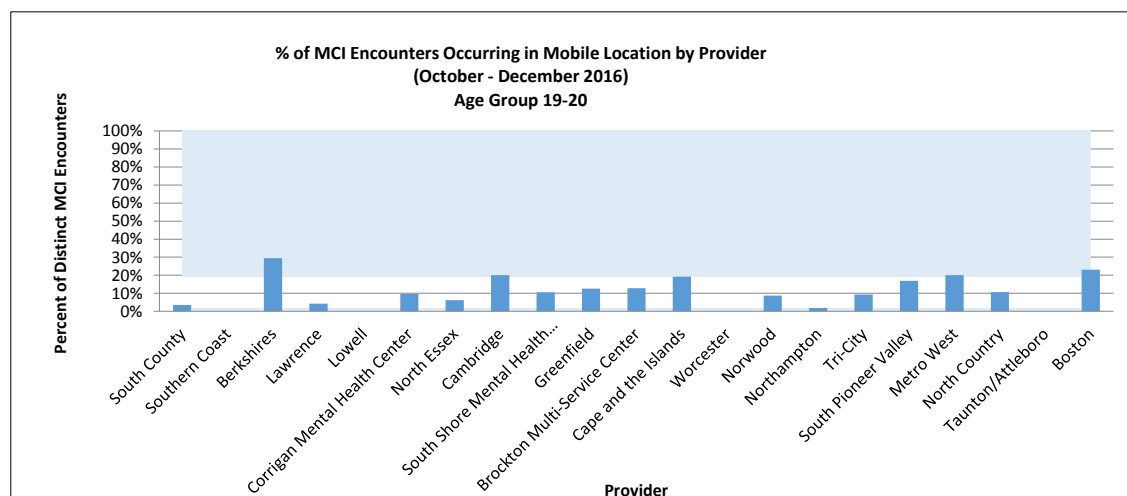


Mean: 52% SD: 12%

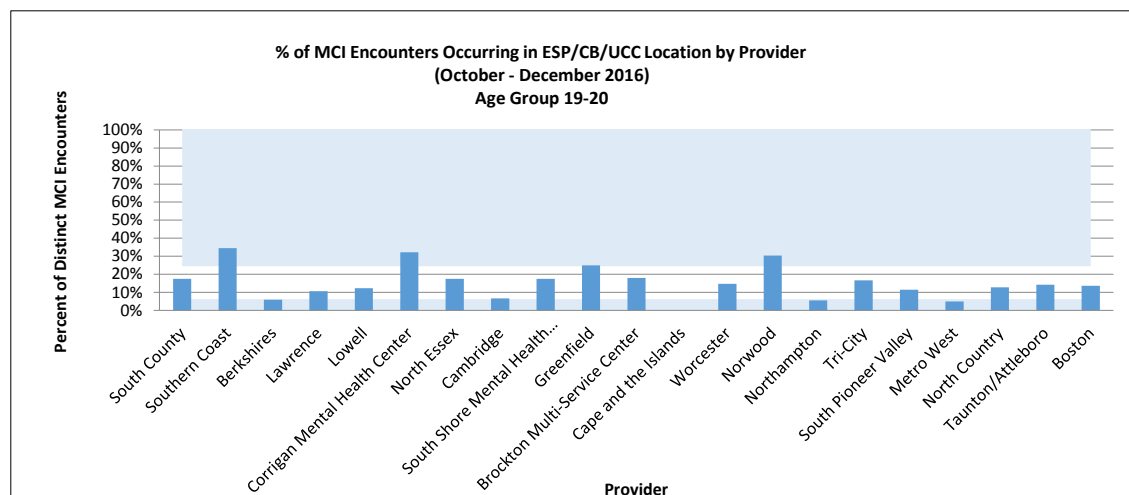
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

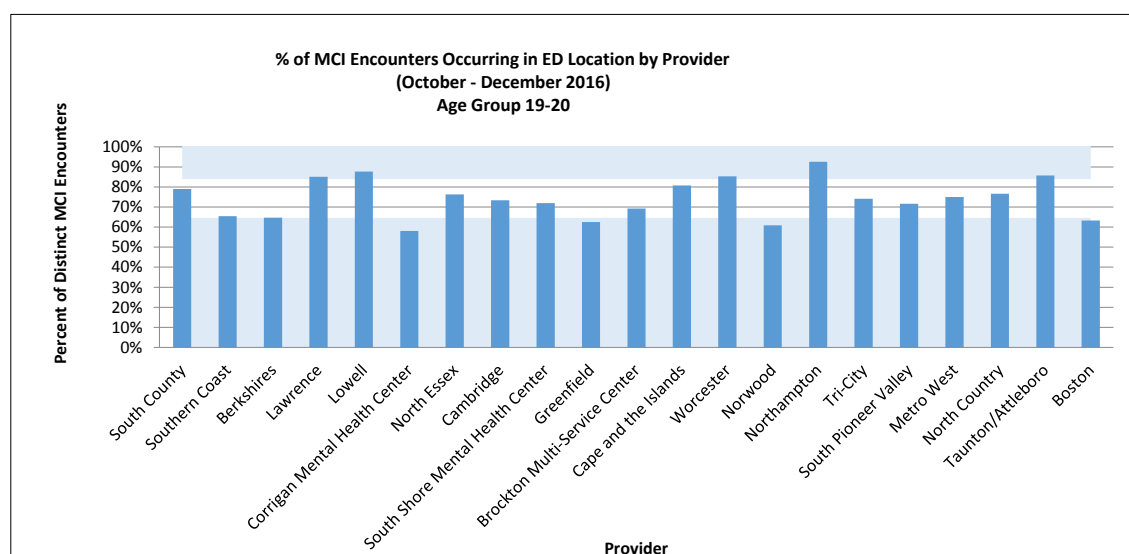
- For Age Group 15-18, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from October through December 2016. The average percent of encounters in each location across the 21 ESP provider groups are 26, 22 and 52 percent respectively.
- Please see **Appendix C** for a detailed chart.



Mean: 10% SD: 9%



Mean: 15% **SD:** 9%



Mean: 74% **SD:** 10%

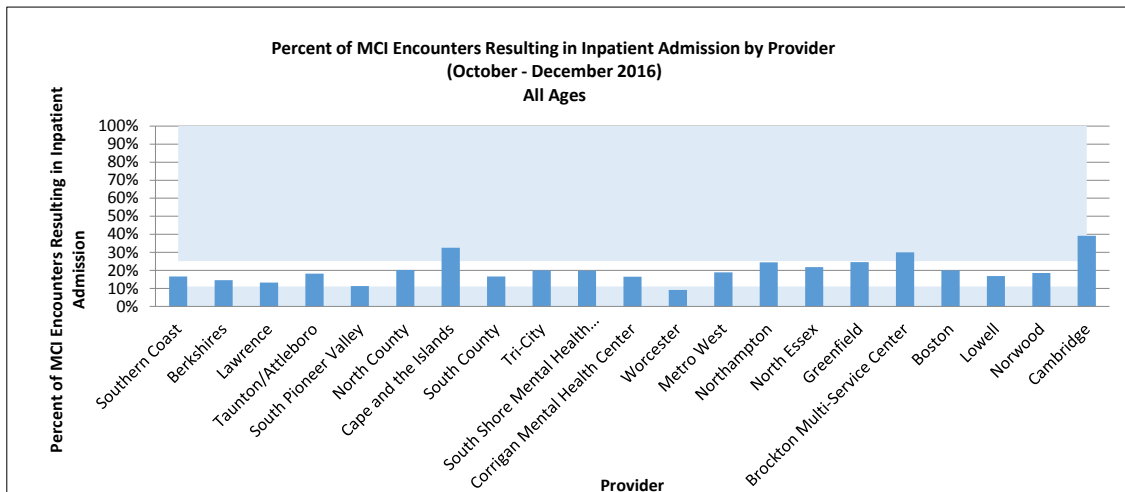
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from October through December 2016. The average percent of encounters in each location across the 21 ESP provider groups are 10, 15 and 74 percent respectively.
- Please see **Appendix C** for a detailed chart.

Indicator 6: Percent of MCI Encounters Resulting in Inpatient Admission by Provider

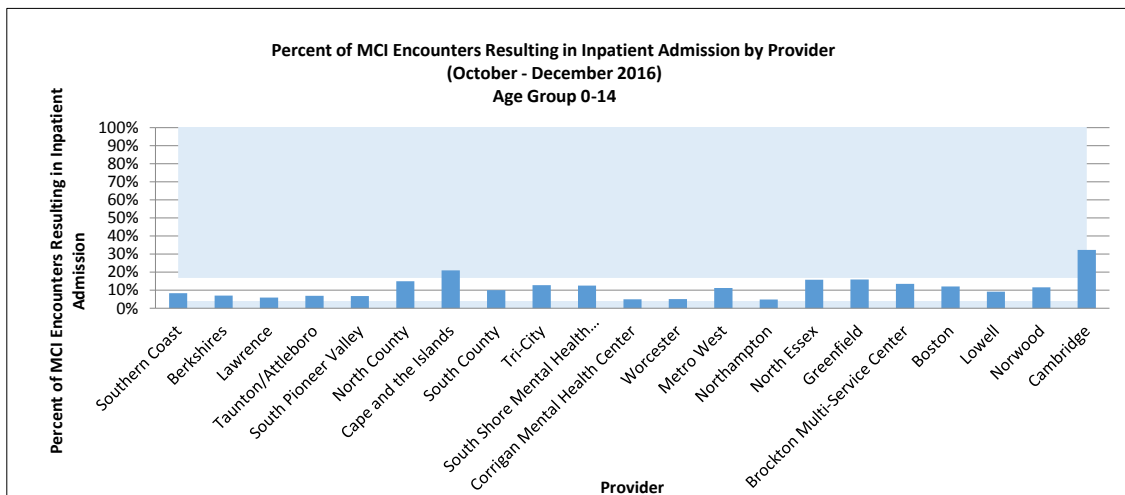
Definition: Percent of distinct MCI encounters with a primary disposition of inpatient psychiatric private, inpatient psychiatric general, observation bed (up to 23 hours) or intensive observation bed (up to 72 hours), where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

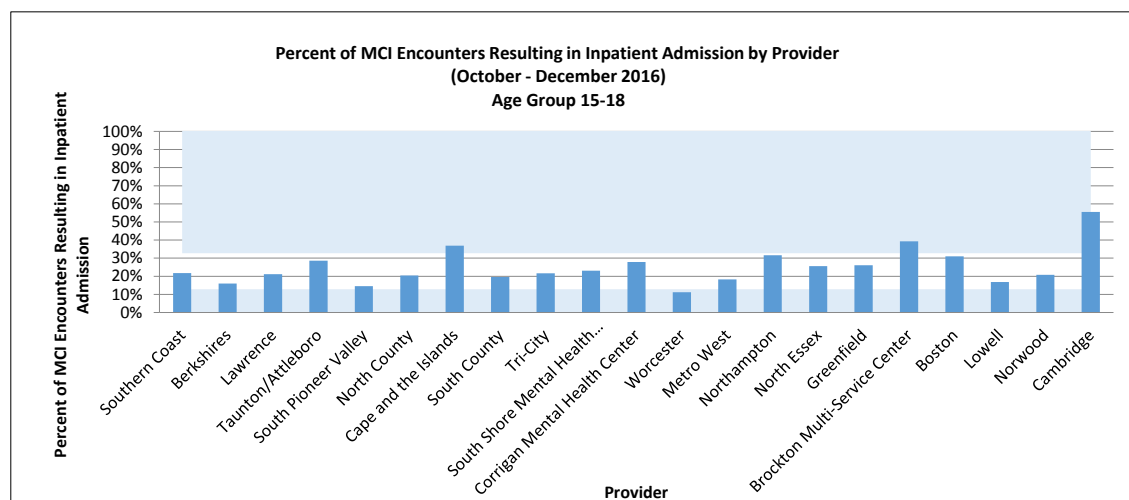
- For All Ages, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 21 ESP providers is 18% from October through December 2016.
- There are four providers (South Pioneer Valley and Worcester) whose percent of MCI encounters resulting in inpatient admission was one or more standard deviations below the provider average. Three providers (Cape and the Islands, Brockton Multi-Service Center, and Cambridge) are one or more standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

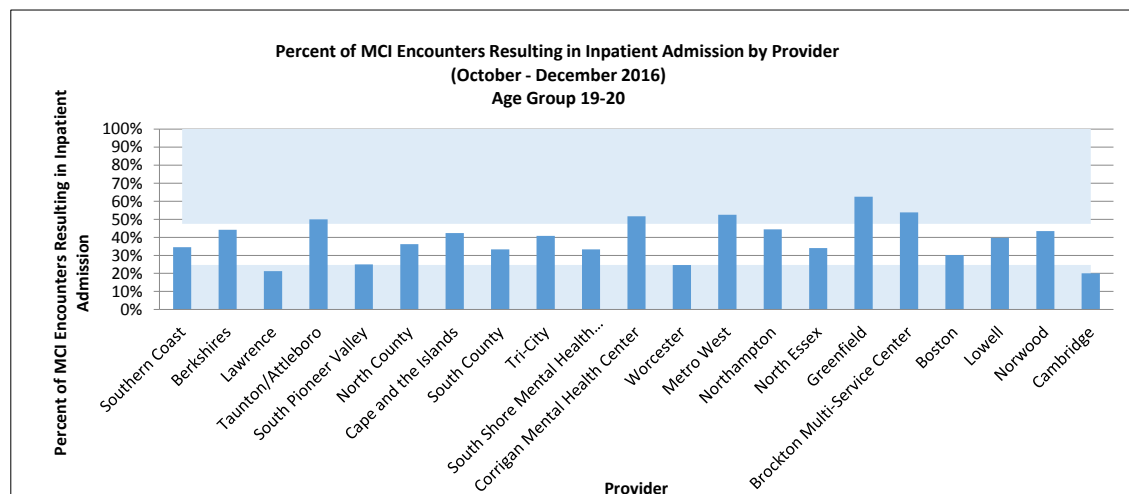
- For Age Group 0-14, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 21 ESP providers is 12% from October through December 2016.
- There are three provider (Corrigan Mental Health Center, Worcester and Northampton) whose percent of MCI encounters resulting in inpatient admission was one or more standard deviations below the provider average. Two providers (Cambridge and Cape and the Islands) are one or more standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 21 ESP providers is 25% from October through December 2016.
- Two providers (South Pioneer Valley and Worcester) who have MCI encounters resulting in inpatient admission are one or more standard deviations below the provider average. Three providers (Cape and the Islands, Brockton Multi-Service Center, and Cambridge) are one or more standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.



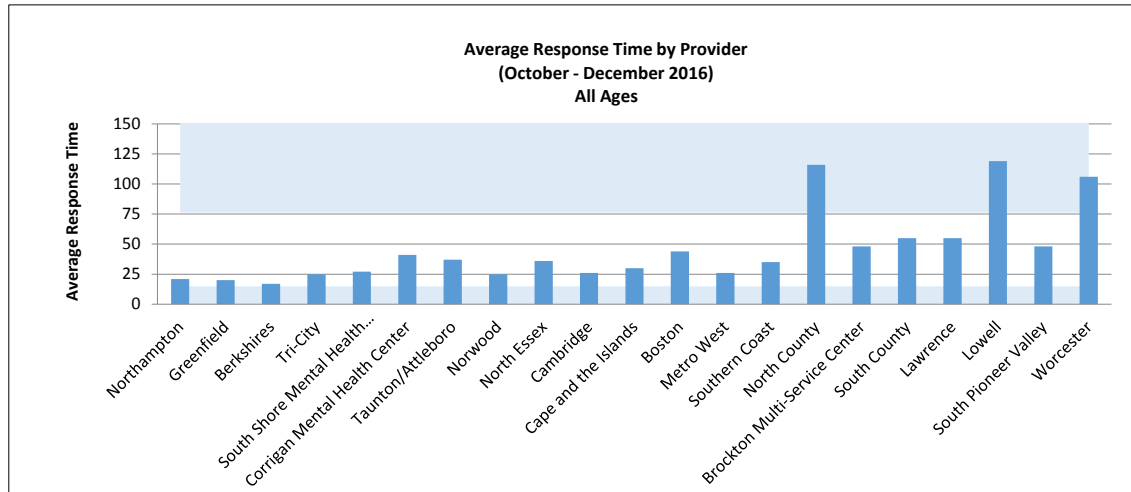
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 21 ESP providers is 39% from October through December 2016.
- Four providers (Lawrence, South Pioneer Valley, Worcester, , Cambridge) have a percent of MCI encounters resulting in inpatient admission was one or more standard deviations below the provider average. Five providers (Taunton/Attleboro, Corrigan Mental Health Center, Metro West, Greenfield and Brockton Multi-Service Center) are substantially one or more standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.

Indicator 7: Average Response Time by Provider

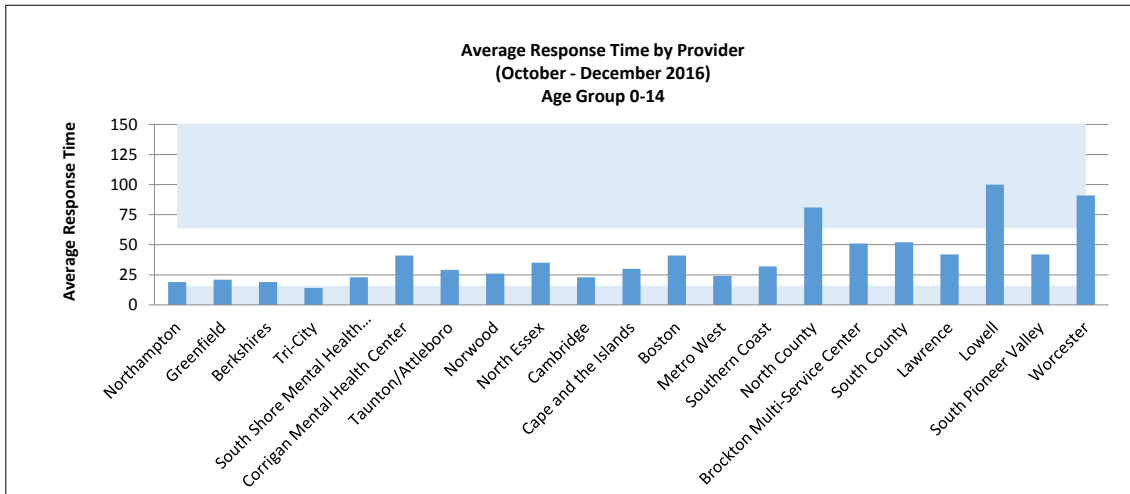
Definition: Average amount of time in minutes between the time the youth is ready to begin the intervention to the start time of MCI encounter, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

- For All Ages, average response time across the 21 ESP providers is 46 minutes from October through December 2016. One provider (Berkshires) has an average response time that is one or more standard deviations below the provider average. Three providers (North County, Lowell and Worcester) have an average response time that is one or more standard deviations above the provider average.
- Please see **Appendix E** for a detailed chart.

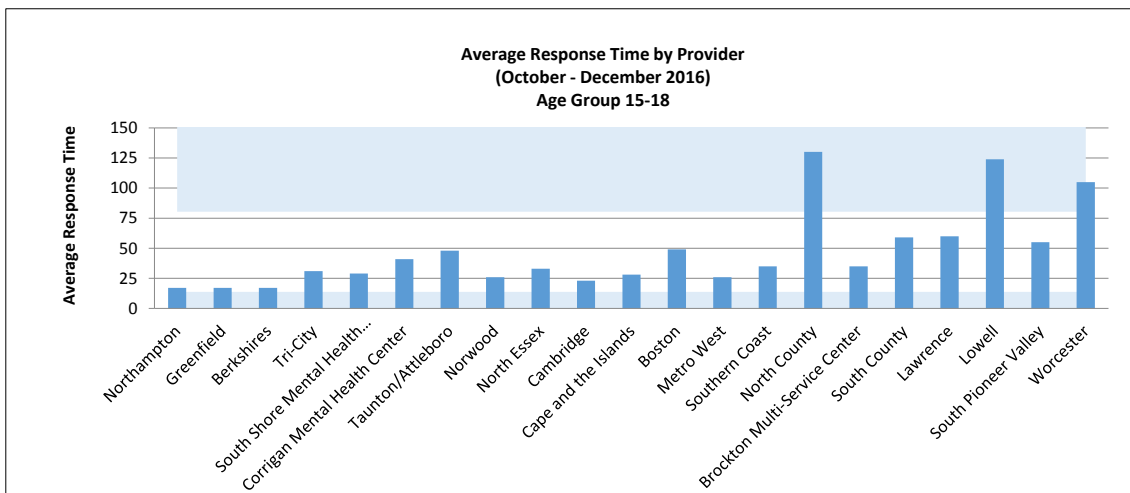


* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

For Age Group 0-14, average response time across the 21 ESP providers is 40 minutes from October through December 2016. Three providers (Tri-City, Northampton, Berkshires) have an average response time that is one or more standard deviations below the provider average. Three providers (North County, Lowell, and Worcester) have an average response time that is one or more standard deviations above the provider average.

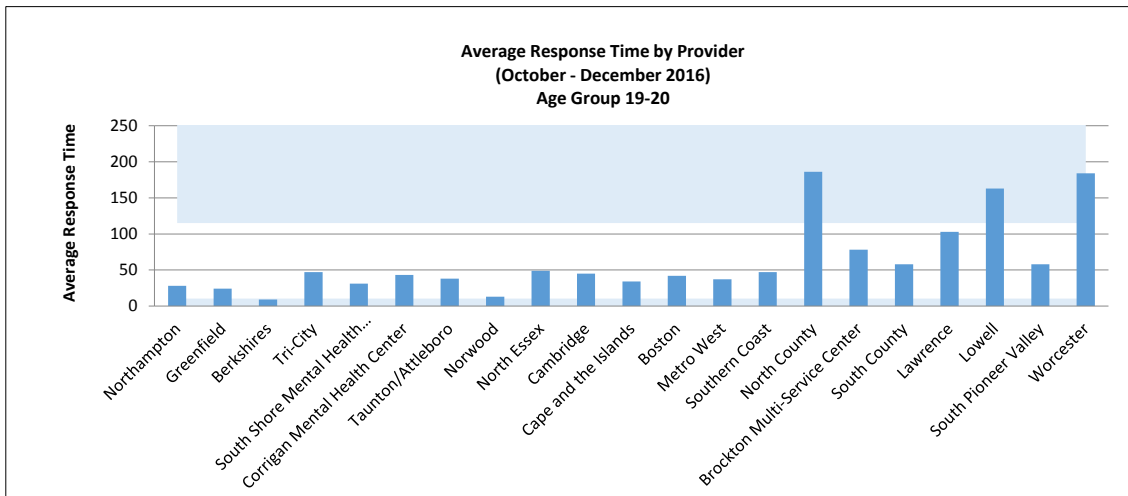
Please see **Appendix E** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, average response time across the 21 ESP providers is 47 minutes from October through December 2016. Three providers (Berkshires, Greenfield, and Northampton) have an average response time that is one or more standard deviations below the provider average. Three providers (North County, Lowell, and Worcester) have an average response time that is one or more standard deviations above the provider average.
- Please see **Appendix E** for a detailed chart.



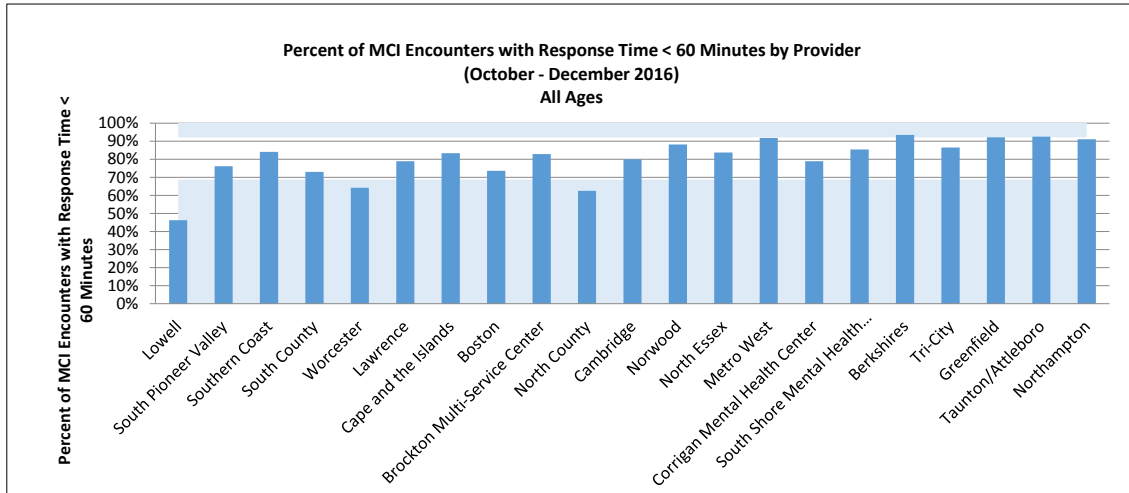
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, average response time across the 21 ESP providers is 63 minutes from October through December 2016. Two providers (Berkshires and Norwood) have an average response time that is one or more standard deviations below the provider average. Three providers (North County, Lowell, and Worcester) have an average response time that is one or more standard deviations above the provider average.
- Please see **Appendix E** for a detailed chart.

Indicator 8: Percent of MCI Encounters with Response Time < 60 Minutes by Provider

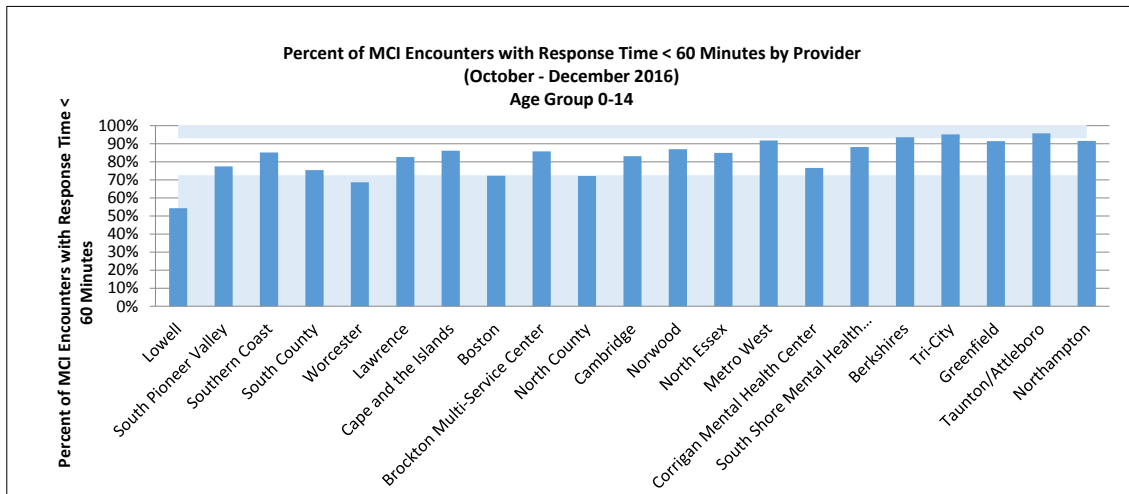
Definition: Percent of MCI encounters with less than 60 minutes between the time the youth is ready to begin the intervention to the start time of MCI encounter, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

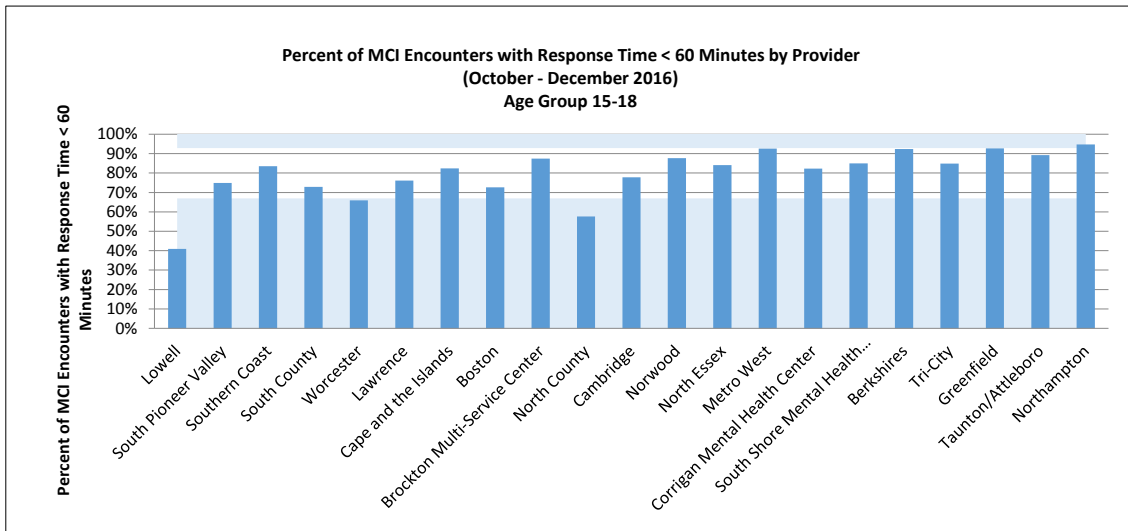
- For All Ages, across the 21 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes is 80% from October through December 2016. Three providers (Lowell, Worcester and North County) have an average response time that is one or more standard deviations below the provider average. Five providers (Metro West, Berkshires, Greenfield, Taunton/Attleboro, and Northampton) have an average response time that is one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

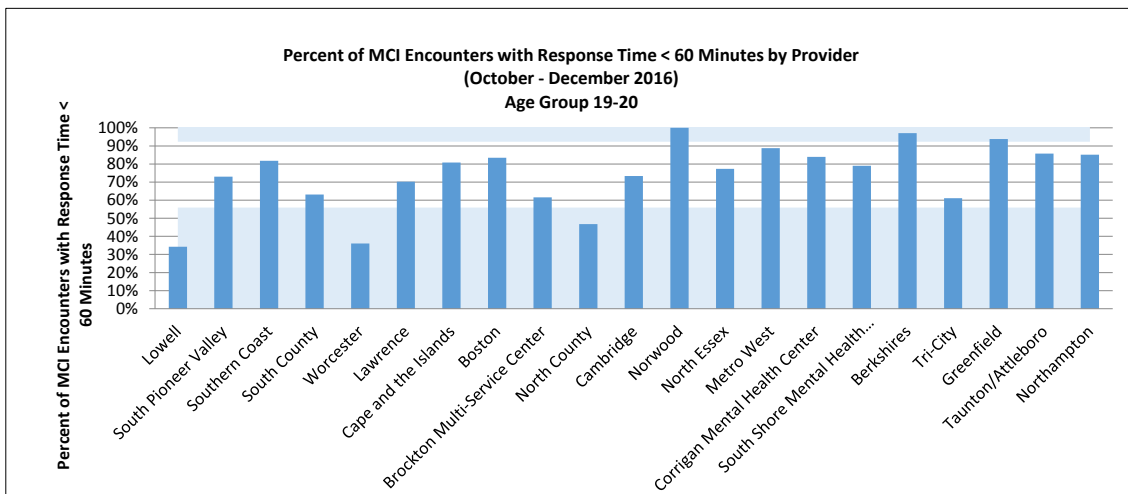
- For Age Group 0-14, across the 21 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes is 83% from October through December 2016. Four providers (Lowell, Worcester, Boston, and North County) have an average response time that is one or more standard deviations below the provider average. Three providers (Berkshires, Tri-City and Taunton/Attleboro) have an average response time that is one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, across the 21 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes was 80% from October through December 2016. Three providers (Lowell, Worcester, and North County) have an average response time that was one or more standard deviations below the provider average. Two providers (Tri-City and Northampton) have an average response time that is one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.



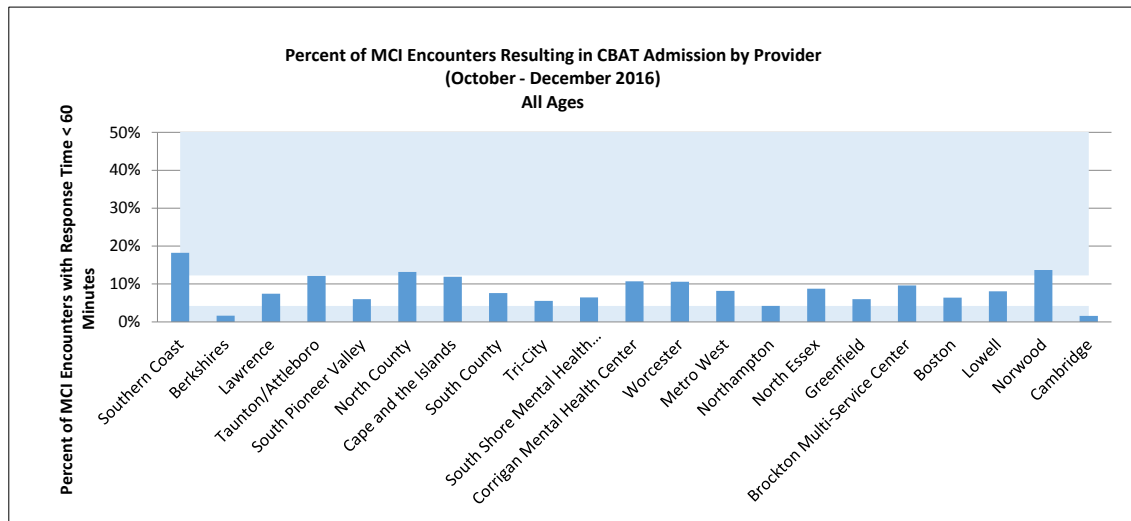
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, across the 21 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes was 74% from October through December 2016. Three providers (Lowell, Worcester, and North County) had an average response time that is one or more standard deviations below the provider average. Three providers (Norwood, Berkshires, and Greenfield) have an average response time that is one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.

Indicator 9: Percent of MCI Encounters Resulting in CBAT Admission by Provider

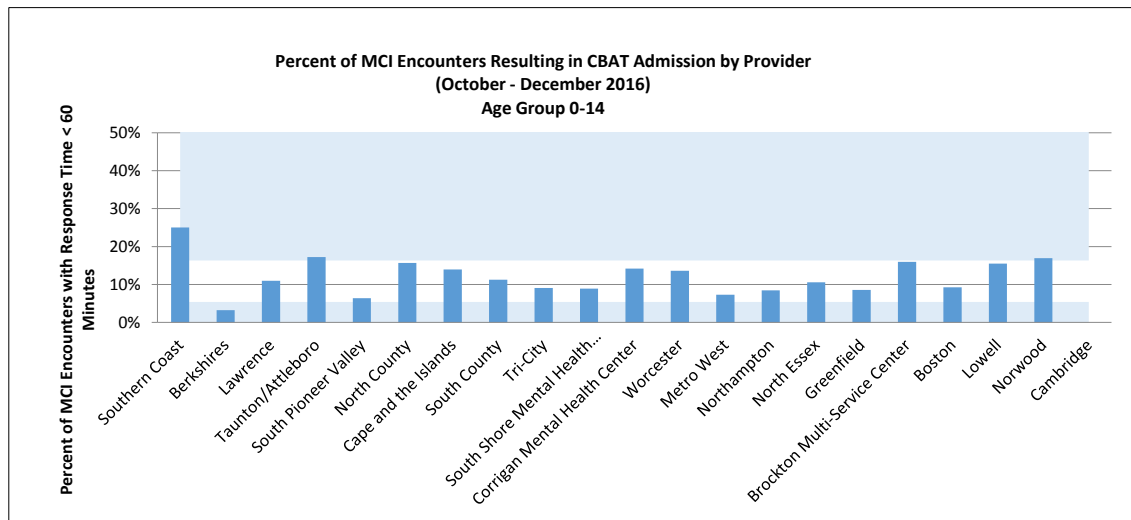
Definition: Percent of distinct MCI encounters with a primary disposition of Community-Based Acute Residential Treatment (CBAT), where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

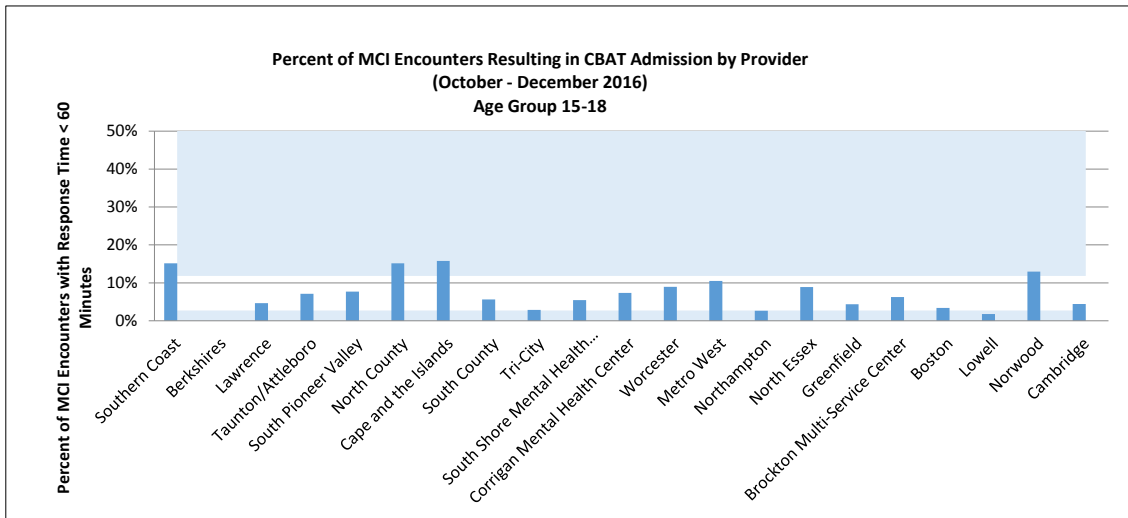
- For All Ages, the average percent of MCI encounters resulting in CBAT admission across the 21 providers is 8% from October through December 2016.
- There were three providers (Berkshires, Northampton and Cambridge) whose percent of MCI encounters resulting in CBAT admission is one or more standard deviations below the provider average. Three providers (Southern Coast, North County and Norwood) are one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

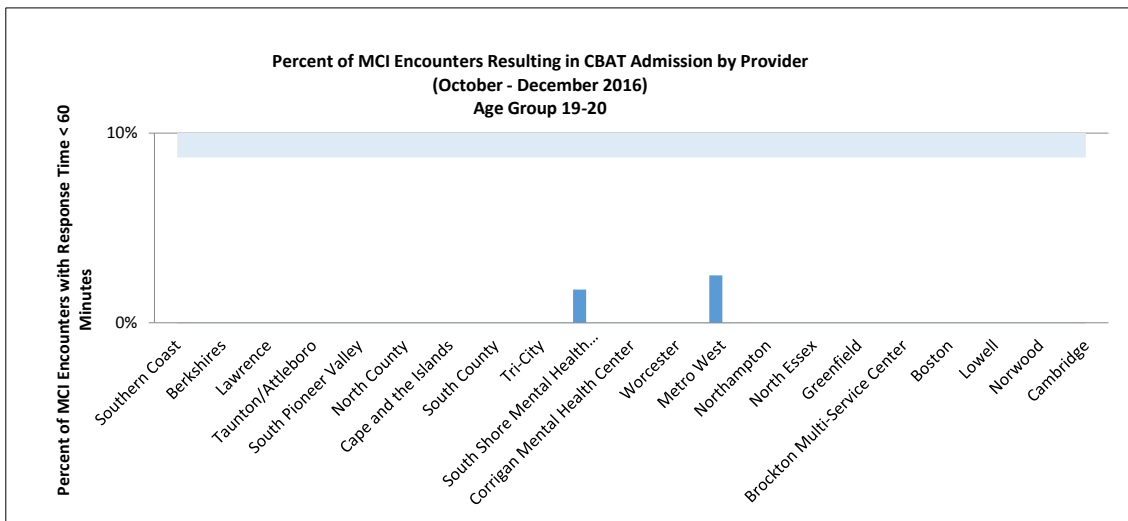
- For Age Group 0-14, the average percent of MCI encounters resulting in CBAT admission across the 21 providers is 11% from October through December 2016.
- There is one provider (Berkshires) whose percent of MCI encounters resulting in CBAT admission is one or more standard deviations below the provider average. Three providers (Southern Coast, Taunton/Attleboro and Norwood) are one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the average percent of MCI encounters resulting in CBAT admission across the 21 providers is 7% from October through December 2016.
- Four providers (Berkshires, Tri-City, Northampton, and Lowell) has a percent of MCI encounters resulting in CBAT admission is one or more standard deviations below the provider average. Three providers (Southern Coast, North County, and Cape and the Islands) are one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, there are no CBAT encounters from July through September 2016.
- There are no providers whose percent of MCI encounters resulting in CBAT admission is one or more standard deviations below the provider average or one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.

Appendix A

| Provider Name | Number of Distinct MCI Encounters (October - December 2016) | | | |
|----------------------------------|-------------------------------------------------------------|----------|-----------|-----------|
| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
| Northampton | 213 | 83 | 76 | 54 |
| Cambridge | 125 | 65 | 45 | 15 |
| Cape and the Islands | 126 | 43 | 57 | 26 |
| Greenfield | 167 | 82 | 69 | 16 |
| Corrigan Mental Health Center | 261 | 162 | 68 | 31 |
| Taunton/Attleboro | 214 | 116 | 84 | 14 |
| South Shore Mental Health Center | 372 | 168 | 147 | 57 |
| Norwood | 307 | 130 | 154 | 23 |
| Berkshires | 309 | 156 | 119 | 34 |
| South County | 511 | 240 | 214 | 57 |
| Brockton Multi-Service Center | 270 | 119 | 112 | 39 |
| North County | 326 | 147 | 132 | 47 |
| Tri-City | 380 | 187 | 139 | 54 |
| Lowell | 458 | 219 | 166 | 73 |
| Metro West | 732 | 329 | 323 | 80 |
| Southern Coast | 423 | 216 | 152 | 55 |
| Lawrence | 417 | 219 | 151 | 47 |
| North Essex | 904 | 436 | 371 | 97 |
| Worcester | 556 | 316 | 179 | 61 |
| South Pioneer Valley | 1216 | 705 | 363 | 148 |
| Boston | 1253 | 727 | 387 | 139 |

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all pro

| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
|--------------------|------------|----------|-----------|-----------|
| Mean | 454 | 232 | 167 | 56 |
| Median | 372 | 168 | 147 | 54 |
| Standard Deviation | 322 | 187 | 106 | 36 |
| Range | 125 - 1253 | 43 - 727 | 45 - 387 | 14 - 148 |

Appendix B

| Provider Name | Percent of MCI Encounters Occurring in Community Location | | | | Percent of MCI Encounters Occurring in ED Location | | | |
|-------------------------------|-----------------------------------------------------------|----------|-----------|-----------|----------------------------------------------------|----------|-----------|-----------|
| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
| South County | 46% | 55% | 43% | 21% | 54% | 45% | 57% | 79% |
| Southern Coast | 59% | 70% | 53% | 35% | 41% | 30% | 47% | 65% |
| Berkshires | 52% | 62% | 43% | 35% | 48% | 38% | 57% | 65% |
| Lawrence | 53% | 67% | 45% | 15% | 47% | 33% | 55% | 85% |
| Lowell | 51% | 67% | 48% | 12% | 49% | 33% | 52% | 88% |
| Corrigan Mental Health Center | 61% | 65% | 62% | 42% | 39% | 35% | 38% | 58% |
| North Essex | 47% | 57% | 42% | 24% | 53% | 43% | 58% | 76% |
| Cambridge | 35% | 49% | 18% | 27% | 65% | 51% | 82% | 73% |
| South Shore | 48% | 62% | 40% | 28% | 52% | 38% | 60% | 72% |
| Greenfield | 62% | 76% | 51% | 38% | 38% | 24% | 49% | 63% |
| Brockton Multi-Service Center | 51% | 57% | 52% | 31% | 49% | 43% | 48% | 69% |
| Cape and Islands | 43% | 65% | 37% | 19% | 57% | 35% | 63% | 81% |
| Worcester | 43% | 53% | 36% | 15% | 57% | 47% | 64% | 85% |
| Norwood | 70% | 75% | 71% | 39% | 30% | 25% | 29% | 61% |
| Northampton | 39% | 53% | 46% | 7% | 61% | 47% | 54% | 93% |
| Tri-City | 67% | 84% | 61% | 26% | 33% | 16% | 39% | 74% |
| South Pioneer Valley | 64% | 76% | 53% | 28% | 36% | 24% | 47% | 72% |
| Metrowest | 62% | 71% | 62% | 25% | 38% | 29% | 38% | 75% |
| North County | 39% | 48% | 34% | 23% | 61% | 52% | 66% | 77% |
| Taunton/Attleboro | 63% | 75% | 54% | 14% | 37% | 25% | 46% | 86% |
| Boston | 55% | 63% | 49% | 37% | 45% | 37% | 51% | 63% |

| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
|--------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Mean | 53% | 64% | 48% | 26% | 47% | 36% | 52% | 74% |
| Median | 52% | 65% | 48% | 26% | 48% | 35% | 52% | 74% |
| Standard Deviation | 10% | 10% | 12% | 10% | 10% | 10% | 12% | 10% |
| Range | 35% - 70% | 48% - 84% | 18% - 71% | 7% - 42% | 30% - 65% | 16% - 52% | 29% - 82% | 58% - 93% |

Appendix C

| Provider Name | Percent of Encounters Occurring in Mobile Location | | | | Percent of Encounters Occurring in ESP/CB/UCC Location | | | | Percent of Encounters Occurring in ED Location | | | | Ratio Mobile to ESP/CB/UCC Location (Rounded to Zero Decimal Places) | | | |
|----------------------------------|----------------------------------------------------|----------|-----------|-----------|--------------------------------------------------------|----------|-----------|-----------|------------------------------------------------|----------|-----------|-----------|----------------------------------------------------------------------|----------|-----------|-----------|
| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
| South County | 18% | 24% | 15% | 4% | 28% | 31% | 28% | 18% | 54% | 45% | 57% | 79% | 9:14 | 24:31 | 15:28 | 2:9 |
| Southern Coast | 13% | 19% | 8% | 0% | 47% | 51% | 45% | 35% | 41% | 30% | 47% | 65% | 13:47 | 19:51 | 8:45 | 0:1 |
| Berkshires | 48% | 57% | 42% | 29% | 4% | 5% | 1% | 6% | 48% | 38% | 57% | 65% | 12:1 | 19:2 | 42:1 | 29:6 |
| Lawrence | 14% | 16% | 14% | 4% | 39% | 51% | 31% | 11% | 47% | 33% | 55% | 85% | 7:20 | 4:13 | 7:16 | 4:11 |
| Lowell | 8% | 13% | 5% | 0% | 43% | 54% | 43% | 12% | 49% | 33% | 52% | 88% | 2:11 | 13:54 | 5:43 | 0:1 |
| Corrigan Mental Health Center | 30% | 36% | 24% | 10% | 32% | 29% | 38% | 32% | 39% | 35% | 38% | 58% | 15:16 | 6:5 | 8:13 | 10:33 |
| North Essex | 19% | 25% | 16% | 6% | 28% | 32% | 26% | 18% | 53% | 43% | 58% | 76% | 19:28 | 25:32 | 16:27 | 1:3 |
| Cambridge | 34% | 49% | 16% | 20% | 2% | 0% | 2% | 7% | 65% | 51% | 82% | 73% | 17:1 | n/a | 16:3 | 20:7 |
| South Shore Mental Health Center | 19% | 28% | 11% | 11% | 30% | 34% | 29% | 18% | 52% | 38% | 60% | 72% | 19:30 | 14:17 | 11:30 | 11:18 |
| Greenfield | 35% | 50% | 23% | 13% | 26% | 26% | 28% | 25% | 38% | 24% | 49% | 63% | 35:27 | 25:13 | 23:28 | 13:25 |
| Brockton Multi-Service Center | 38% | 46% | 38% | 13% | 13% | 11% | 13% | 18% | 49% | 43% | 48% | 69% | 38:13 | 46:11 | 19:7 | 13:18 |
| Cape and the Islands | 35% | 51% | 30% | 19% | 8% | 14% | 7% | 0% | 57% | 35% | 63% | 81% | 35:8 | 51:14 | 15:4 | n/a |
| Worcester | 33% | 42% | 29% | 0% | 10% | 10% | 7% | 15% | 57% | 47% | 64% | 85% | 33:10 | 42:11 | 29:8 | 0:1 |
| Norwood | 32% | 35% | 32% | 9% | 39% | 39% | 40% | 30% | 30% | 25% | 29% | 61% | 32:39 | 7:8 | 4:5 | 9:31 |
| Northampton | 15% | 19% | 21% | 2% | 23% | 34% | 25% | 6% | 61% | 47% | 54% | 93% | 5:8 | 19:34 | 21:25 | 1:3 |
| Tri-City | 47% | 60% | 42% | 9% | 21% | 24% | 19% | 17% | 33% | 16% | 39% | 74% | 47:21 | 5:2 | 42:19 | 9:17 |
| South Pioneer Valley | 47% | 59% | 36% | 17% | 16% | 17% | 17% | 11% | 36% | 24% | 47% | 72% | 47:17 | 59:18 | 2:1 | 17:12 |
| Metro West | 44% | 50% | 44% | 20% | 18% | 21% | 18% | 5% | 38% | 29% | 38% | 75% | 22:9 | 50:21 | 22:9 | 4:1 |
| North Country | 21% | 32% | 13% | 11% | 18% | 16% | 21% | 13% | 61% | 52% | 66% | 77% | 7:6 | 32:17 | 13:22 | 11:13 |
| Taunton/Attleboro | 42% | 47% | 40% | 0% | 21% | 28% | 13% | 14% | 37% | 25% | 46% | 86% | 21:11 | 47:28 | 20:7 | 0:1 |
| Boston | 51% | 60% | 45% | 23% | 4% | 3% | 4% | 14% | 45% | 37% | 51% | 63% | 51:5 | 20:1 | 45:4 | 23:14 |

Appendix D

| Provider Name | Number of MCI Encounters Resulting in Inpatient Admission | | | | Total Number of MCI Encounters | | | | Percent of MCI Encounters Resulting in Inpatient Admission | | | |
|----------------------------------|-----------------------------------------------------------|----------|-----------|-----------|--------------------------------|----------|-----------|-----------|------------------------------------------------------------|----------|-----------|-----------|
| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
| Southern Coast | 70 | 18 | 33 | 19 | 423 | 216 | 152 | 55 | 17% | 8% | 22% | 35% |
| Berkshires | 45 | 11 | 19 | 15 | 309 | 156 | 119 | 34 | 15% | 7% | 16% | 44% |
| Lawrence | 55 | 13 | 32 | 10 | 417 | 219 | 151 | 47 | 13% | 6% | 21% | 21% |
| Taunton/Attleboro | 39 | 8 | 24 | 7 | 214 | 116 | 84 | 14 | 18% | 7% | 29% | 50% |
| South Pioneer Valley | 138 | 48 | 53 | 37 | 1216 | 705 | 363 | 148 | 11% | 7% | 15% | 25% |
| North County | 66 | 22 | 27 | 17 | 326 | 147 | 132 | 47 | 20% | 15% | 20% | 36% |
| Cape and the Islands | 41 | 9 | 21 | 11 | 126 | 43 | 57 | 26 | 33% | 21% | 37% | 42% |
| South County | 85 | 24 | 42 | 19 | 511 | 240 | 214 | 57 | 17% | 10% | 20% | 33% |
| Tri-City | 76 | 24 | 30 | 22 | 380 | 187 | 139 | 54 | 20% | 13% | 22% | 41% |
| South Shore Mental Health Center | 74 | 21 | 34 | 19 | 372 | 168 | 147 | 57 | 20% | 13% | 23% | 33% |
| Corrigan Mental Health Center | 43 | 8 | 19 | 16 | 261 | 162 | 68 | 31 | 16% | 5% | 28% | 52% |
| Worcester | 51 | 16 | 20 | 15 | 556 | 316 | 179 | 61 | 9% | 5% | 11% | 25% |
| Metro West | 138 | 37 | 59 | 42 | 732 | 329 | 323 | 80 | 19% | 11% | 18% | 53% |
| Northampton | 52 | 4 | 24 | 24 | 213 | 83 | 76 | 54 | 24% | 5% | 32% | 44% |
| North Essex | 197 | 69 | 95 | 33 | 904 | 436 | 371 | 97 | 22% | 16% | 26% | 34% |
| Greenfield | 41 | 13 | 18 | 10 | 167 | 82 | 69 | 16 | 25% | 16% | 26% | 63% |
| Brockton Multi-Service Center | 81 | 16 | 44 | 21 | 270 | 119 | 112 | 39 | 30% | 13% | 39% | 54% |
| Boston | 250 | 88 | 120 | 42 | 1253 | 727 | 387 | 139 | 20% | 12% | 31% | 30% |
| Lowell | 77 | 20 | 28 | 29 | 458 | 219 | 166 | 73 | 17% | 9% | 17% | 40% |
| Norwood | 57 | 15 | 32 | 10 | 307 | 130 | 154 | 23 | 19% | 12% | 21% | 43% |
| Cambridge | 49 | 21 | 25 | 3 | 125 | 65 | 45 | 15 | 39% | 32% | 56% | 20% |

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers for percent of encounters resulting in inpatient admission.

| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
|--------------------|----------|----------|-----------|-----------|
| Mean | 18% | 10% | 23% | 36% |
| Median | 19% | 11% | 22% | 40% |
| Standard Deviation | 7% | 6% | 10% | 11% |
| Range | 9% - 39% | 5% - 32% | 11% - 56% | 20% - 63% |

Appendix E

| Provider Name | Average Response Time in Minutes | | | |
|----------------------------------|----------------------------------|----------|-----------|-----------|
| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
| Northampton | 21 | 19 | 17 | 28 |
| Greenfield | 20 | 21 | 17 | 24 |
| Berkshires | 17 | 19 | 17 | 9 |
| Tri-City | 25 | 14 | 31 | 47 |
| South Shore Mental Health Center | 27 | 23 | 29 | 31 |
| Corrigan Mental Health Center | 41 | 41 | 41 | 43 |
| Taunton/Attleboro | 37 | 29 | 48 | 38 |
| Norwood | 25 | 26 | 26 | 13 |
| North Essex | 36 | 35 | 33 | 49 |
| Cambridge | 26 | 23 | 23 | 45 |
| Cape and the Islands | 30 | 30 | 28 | 34 |
| Boston | 44 | 41 | 49 | 42 |
| Metro West | 26 | 24 | 26 | 37 |
| Southern Coast | 35 | 32 | 35 | 47 |
| North County | 116 | 81 | 130 | 186 |
| Brockton Multi-Service Center | 48 | 51 | 35 | 78 |
| South County | 55 | 52 | 59 | 58 |
| Lawrence | 55 | 42 | 60 | 103 |
| Lowell | 119 | 100 | 124 | 163 |
| South Pioneer Valley | 48 | 42 | 55 | 58 |
| Worcester | 106 | 91 | 105 | 184 |

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers.

| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
|--------------------|----------|----------|-----------|-----------|
| Mean | 46 | 40 | 47 | 63 |
| Median | 36 | 32 | 35 | 45 |
| Standard Deviation | 31 | 24 | 33 | 52 |
| Range | 17 - 119 | 14 - 100 | 17 - 130 | 9 - 186 |

Appendix F

| Provider Name | Percent of MCI Encounters with Response Time < 60 Minutes | | | |
|----------------------------------|--------------------------------------------------------------|----------|-----------|-----------|
| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
| Lowell | 46% | 54% | 41% | 34% |
| South Pioneer Valley | 76% | 77% | 75% | 73% |
| Southern Coast | 84% | 85% | 84% | 82% |
| South County | 73% | 75% | 73% | 63% |
| Worcester | 64% | 69% | 66% | 36% |
| Lawrence | 79% | 83% | 76% | 70% |
| Cape and the Islands | 83% | 86% | 82% | 81% |
| Boston | 74% | 72% | 73% | 83% |
| Brockton Multi-Service Center | 83% | 86% | 88% | 62% |
| North County | 63% | 72% | 58% | 47% |
| Cambridge | 80% | 83% | 78% | 73% |
| Norwood | 88% | 87% | 88% | 100% |
| North Essex | 84% | 85% | 84% | 77% |
| Metro West | 92% | 92% | 93% | 89% |
| Corrigan Mental Health Center | 79% | 77% | 82% | 84% |
| South Shore Mental Health Center | 85% | 88% | 85% | 79% |
| Berkshires | 94% | 94% | 92% | 97% |
| Tri-City | 87% | 95% | 85% | 61% |
| Greenfield | 92% | 91% | 93% | 94% |
| Taunton/Attleboro | 93% | 96% | 89% | 86% |
| Northampton | 91% | 92% | 95% | 85% |

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers.

| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
|--------------------|-----------|-----------|-----------|------------|
| Mean | 80% | 83% | 80% | 74% |
| Median | 83% | 85% | 84% | 79% |
| Standard Deviation | 12% | 10% | 13% | 18% |
| Range | 46% - 94% | 54% - 96% | 41% - 95% | 34% - 100% |

Appendix G

| Provider Name | Number of MCI Encounters Resulting in CBAT Admission | | | | Total Number of MCI Encounters | | | | Percent of MCI Encounters Resulting in CBAT Admission | | | |
|----------------------------------|------------------------------------------------------|----------|-----------|-----------|--------------------------------|----------|-----------|-----------|-------------------------------------------------------|----------|-----------|-----------|
| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
| Southern Coast | 77 | 54 | 23 | 0 | 423 | 216 | 152 | 55 | 18% | 25% | 15% | 0% |
| Berkshires | 5 | 5 | 0 | 0 | 309 | 156 | 119 | 34 | 2% | 3% | 0% | 0% |
| Lawrence | 31 | 24 | 7 | 0 | 417 | 219 | 151 | 47 | 7% | 11% | 5% | 0% |
| Taunton/Attleboro | 26 | 20 | 6 | 0 | 214 | 116 | 84 | 14 | 12% | 17% | 7% | 0% |
| South Pioneer Valley | 73 | 45 | 28 | 0 | 1216 | 705 | 363 | 148 | 6% | 6% | 8% | 0% |
| North County | 43 | 23 | 20 | 0 | 326 | 147 | 132 | 47 | 13% | 16% | 15% | 0% |
| Cape and the Islands | 15 | 6 | 9 | 0 | 126 | 43 | 57 | 26 | 12% | 14% | 16% | 0% |
| South County | 39 | 27 | 12 | 0 | 511 | 240 | 214 | 57 | 8% | 11% | 6% | 0% |
| Tri-City | 21 | 17 | 4 | 0 | 380 | 187 | 139 | 54 | 6% | 9% | 3% | 0% |
| South Shore Mental Health Center | 24 | 15 | 8 | 1 | 372 | 168 | 147 | 57 | 6% | 9% | 5% | 2% |
| Corrigan Mental Health Center | 28 | 23 | 5 | 0 | 261 | 162 | 68 | 31 | 11% | 14% | 7% | 0% |
| Worcester | 59 | 43 | 16 | 0 | 556 | 316 | 179 | 61 | 11% | 14% | 9% | 0% |
| Metro West | 60 | 24 | 34 | 2 | 732 | 329 | 323 | 80 | 8% | 7% | 11% | 3% |
| Northampton | 9 | 7 | 2 | 0 | 213 | 83 | 76 | 54 | 4% | 8% | 3% | 0% |
| North Essex | 79 | 46 | 33 | 0 | 904 | 436 | 371 | 97 | 9% | 11% | 9% | 0% |
| Greenfield | 10 | 7 | 3 | 0 | 167 | 82 | 69 | 16 | 6% | 9% | 4% | 0% |
| Brockton Multi-Service Center | 26 | 19 | 7 | 0 | 270 | 119 | 112 | 39 | 10% | 16% | 6% | 0% |
| Boston | 80 | 67 | 13 | 0 | 1253 | 727 | 387 | 139 | 6% | 9% | 3% | 0% |
| Lowell | 37 | 34 | 3 | 0 | 458 | 219 | 166 | 73 | 8% | 16% | 2% | 0% |
| Norwood | 42 | 22 | 20 | 0 | 307 | 130 | 154 | 23 | 14% | 17% | 13% | 0% |
| Cambridge | 2 | 0 | 2 | 0 | 125 | 65 | 45 | 15 | 2% | 0% | 4% | 0% |

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers for percent of encounters resulting in CBAT admission.

NOTE: The majority of CBAT providers expect MBHP members to max out at age 18. Individuals within the 19-20 age category could appear within the figures if they were 18 at the time of the initial encounter then turned 19 during their CBAT service.

| | Age 0-20 | Age 0-14 | Age 15-18 | Age 19-20 |
|--------------------|----------|----------|-----------|-----------|
| Mean | 8% | 11% | 7% | 0% |
| Median | 8% | 11% | 6% | 0% |
| Standard Deviation | 4% | 5% | 5% | 1% |
| Range | 2% - 18% | 0% - 25% | 0% - 16% | 0% - 3% |